

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R08 - Workers' Compensation Commission

Functional Group: Transportation & Regulatory

1323 Administration

Administration provides support services to all the divisions of the Workers' Compensation Commission. The program provides executive leadership, support, policy development and review, personnel and other human resources activities, facility management, budget and financial management, legal services, information resource management, communications, and overall agency direction. The program also provides information to the general public, including individual employers, employer groups, employees, insurance carriers, attorneys, state agencies and the General Assembly.

Statewide Result Area: Strengthen central state government and other governmental services

Strategy: Administration

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$1,324,721	\$742,444	\$0	\$0	\$0	\$582,277	13.00

Other Fund - Subfund No & Title:

3844 - Penalties, Fines and Fees \$572,277; 3035 - Operation Revenue \$10,000

Budgetary Program No.: I

Expected Results:

Provide all services necessary to maintain the administrative operation of the agency. Prepare the budget, accountability report and annual report according to established timelines. Conduct seminars for the well-being and further training of staff. Provide information and assistance on human resource issues on a timely basis. Provide all requested information on a timely basis. Maintain the claims administration data system and provide technical support when requested.

Outcome Measures:

All services are provided to maintain the administrative functioning of the agency. The budget, GAPP reports, accountability report, and annual report are prepared and submitted in a timely manner. Seminars and training sessions are provided for staff development. Information on benefits and other personnel related issues are provided on an ongoing basis. With assistance from the State's CIO, the Commission's information systems are maintained and enhanced on a continual basis.

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1324 Adjudication

The Workers' Compensation Commission is a highly specialized, single purpose organization created under Title 42 with three

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areas that contribute to the overall adjudication of workers' compensation claims: Claims, Judicial, and Insurance & Medical Services. The Commission's mission is linked to its program goals by a common purpose and commitment to the principles of equity, fairness, timeliness, accuracy, and reliability that are fundamentally inherent in a state regulatory system that requires the participation of almost every employer and employee in South Carolina. The Commission manages a system of benefits by holding hearings and informal conferences to resolve contested issues; monitors the management of all claims to ensure that benefits are paid accurately and timely; administers a self-insurance alternative for South Carolina employers; ensures compliance with the Workers' Compensation Act; and establishes medical fee schedules that contain medical costs while assuring access to quality health care. Title 42, Chapters 1 & 3 describe the duties of the Workers' Compensation Commission.

Statewide Result Area: Strengthen central state government and other governmental services

Strategy: Provide effective and efficient Other Governmental Services which are required by law and/or pertinent to the lives of citizens.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$3,669,355	\$2,351,632	\$0	\$0	\$0	\$1,317,723	52.00

Other Fund - Subfund No & Title:

3844 - Penalties, Fines and Fees \$1,315,801; 34E4 - Increased Enforcement Coll. \$622; 3035 - Operating Revenue \$1,300

Budgetary Program No.: IIA, IIB, III, IV

Expected Results:

Receive and process initial reports of occupational injuries and illnesses, review all claims for completeness and timely payment of all benefits, review settlements for completeness and accuracy, close claims timely and accurately; prepare and schedule unresolved claims for either an informal conference (viewing), hearing or appellate review, make settlement recommendations (viewings) or adjudicate findings (hearings and reviews) to resolve disputed issues, approve settlement agreements, lump-sum awards and attorney fee petitions; and develop and maintain fee schedules for providers of medical services to injured workers, review and approve applications from corporations and prospective funds to self-insure workers' compensation liabilities, monitor the financial condition of self-insured employers and funds, ensure all insurance companies and employers covered by the Workers' Compensation Act comply with its provisions.

Outcome Measures:

Review/record accident reports within 2 days of receipt, review initial notices of payment to temporary total within 1 day, review settlements within 1 day, close claims within 3 days of receipt of the Form 19, conduct annual reviews on all open cases; process requests for informal conferences within 5 days, hold 90% of hearings within 120 days, docket appeals within 60 days, process hearing requests within 10 days, hold 80% of informal conferences within 90 days, hold 90% of all appellate hearings within 90 days, revise and maintain the Medical Services Provider Manual and the hospital inpatient and outpatient systems as needed, review all contested bills within 5 days, review all applications to self-insure within 60 days, review fund member applications to self-insure within 2 days, collect self-insured taxes within 120 days, maintain employers coverage database and verify coverage within 5 days, perform self-insured audits, and complete compliance investigations within 90 days.

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1613 Computer Project

The Commission received funding via the Capital Reserve Fund bill for a multi-year transition to a new computer system. The Commission's former client/server relational database system was designed and installed in 1990 and the technical infrastructure no longer met the needs of the Commission and its clients. The Commission has contracted with the Budget & Control Board's Division of the State Chief Information Officer (CIO) to oversee the implementation of recommendations arising from the CIO's study of the Commission's information system.

Statewide Result Area: Strengthen central state government and other governmental services

Strategy: Provide effective and efficient Other Governmental Services which are required by law and/or pertinent to the lives of citizens.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$0	\$0	\$0	\$0	\$0	\$0	0.00

Other Fund - Subfund No & Title:

Budgetary Program No.: I, IIA, IIB, III, IV

Expected Results:

In the initial phase, hardware that did not meet State standards was replaced with a modern server and peripheral equipment to stabilize the system. In conjunction, Progress® Database Software was upgraded to Progress® Version 10 to increase and improve the systems functionality. Outdated desktop hardware, software and associated peripherals were replaced. The Commission then migrated existing applications to the new software. The Commission has begun phase two of the project which includes three parts: adopting up-to-date EDI standards and making the necessary changes to Progress® Version 10 to enhance and improve the Commission's ability to receive documents electronically from the insurance industry; enhancing the Commission's web interface to allow more business to be transacted over the web; and document imaging and management to improve access to documents, work-flow and less costly long term storage.

Outcome Measures:

Establishment of contracts between the Commission and the State CIO providing for the management of this multiyear project. That contract has been executed and remains current. Servers and all outdated hardware were replaced and the database software updated to Progress® Version 10. System stability was achieved during phase I and system-wide failures eliminated. Any down time has been the result of planned updates or system maintenance. All current applications have been transferred to the new system and design of new business applications has begun. Phase II will result in several system improvements benefiting both the Commission and those that it serves.

This activity was funded in two previous Capital Reserve Fund Bills. \$693,981 remains to fund the completion of phase II of this project.

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AGENCY TOTALS

Workers' Compensation Commission

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$4,994,076	\$3,094,076	\$0	\$1,900,000
	TOTAL HEALTH/NON-RECURRING FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
	\$0	\$0	65.00